

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 03-0367

ORIGINAL

Regarding a complaint by (Person making the complaint): Thomas A. Jakubik

Against (Utility name): NICOR

As to (Reason for complaint) On two occasion NICOR interrupted gas service to 1711 Victoria Dr, Mount Prospect, Il. A 6 unit apartment building, As Account # 2638506 without notice, causing tenants and the owner personal harm, loss of work, for routine maintenance replacement of mater or regulator.

in Mount Prospect Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1125 Weiland Road, Buffalo Grove, Illinois

The service address that I am complaining about is 1711 Victoria Drive, Mount Prospect, Il 60056

My home telephone is [847-353-7653]

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847-274-9341]

(Full name of utility company) NICOR (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint. Section 280.130

ILLINOIS COMMERCE COMMISSION
2003 JUN -21 P 1:38
CHIEF CLERK'S OFFICE

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? [X] Yes [] No

Has your complaint filed with that office been closed? [] Yes [] No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See ATTACHED 3 Pages Complaint # 1422.003-RNK

Please clearly state what you want the Commission to do in this case:

Date: 5-30-2003
(Month, day, year)

Complainant's Signature *Thomas Jakubik*

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, THOMAS JAKUBIK, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) *Thomas Jakubik*

Subscribed and sworn/affirmed to before me on (month, day, year) May 30, 2003.

Phyllis C. Rose
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

COMPLAINT # 1422.003-RNK
Invoice No.: 33672

RE: Formal Complaint NICOR's twice disruption of GAS service without NOTICE for routine scheduled maintenance / replacement of gas meter and gas regulator. Meter # 2638506 Account # 1-34-88-0264 4
6 Unit Apartment Building at 1711 Victoria Drive, Mount Prospect, Illinois 60056
Section 280.130

This complaint dates back to June of 2002 and is as follows:

Complainant is an owner of a 6 unit apartment building:

The Facts Being:

That Complainant is a Real Estate Sales Person who travels through out the 5 County Chicago area to meet with Clients and Customers to sell Real Estate and is not always immediately available to respond to interruptions in gas service with out notification, has owned the property in question for over 2 years, it is a 25 year old 6 unit apartment building, that Complainant has made every effort to properly maintain the building. The property is inspected each year by both the Mount Prospect Fire Department and The Village of Mount Prospect including the interior of 33% of the apartments. The Complainant has responded quickly to any request from the Village of any improvements or to correct any deficiencies even those of a cosmetic nature not covered in their ordinances.

The matter is coming before this Commission is due to NICOR'S wanton negligence in twice interrupting Gas Service without any notifications for routine maintenance of Gas Meter or Regulator.

The first occurrence was approximately June of 2002, when NICOR mailed Complainant notice of a requirement to replace the Gas Meter and to contact them to coordinate an orderly replacement. The letter sent to Complainants office was sent in May with a response during June. Complainant returned from being out of town and on the 3rd of June. Upon his return, and before he could respond, Complainant received a telephone call from one of his tenants that there was no hot water, and further she said she saw a notice on the front entry door from NICOR concerning shutting off the gas. Complainant immediately contacted NICOR as to what was happening, Complainant was told that NICOR replaced the Gas Meter and that Complainant was required to assure NICOR that all tenants were available before NICOR would return and regain gas service. Complainant then contacted the Village of Mount Prospect to use their authority to move NICOR to regain gas service, Complainant contacted the Mount Prospect Police Department to gain their assistance, Complainant advised the tenants, who were home to contact both the Village and the Police Department all to no avail. Complainant further contacted NICOR'S President office to complain of the disruption and the attendant acknowledged the error and had a NICOR representative and two contractors go to 1711 Victoria, Mount Prospect and wait until the tenants returned, at about 7 p.m. that day the representative contacted me by cell phone to request I come to the building with any key available to give them access to the last apartment, which I did.

Complainant did not retain any written information since the chances of this disruption should be extremely rare.

The second occurrence was approximately October 23rd, 2002, when again I received a telephone call about 4 p.m. from a tenant the gas service was off, and that there was no heat or hot water, Once again called NICOR and was again told the NICOR would only regain gas service if I guaranteed that all tenants would have their apartments available. I stated that NICOR had caused this problem and that I was out of the area and could not guarantee all access. NICOR refused to respond, I then again contacted both the Village of Mount Prospect and The Mount Prospect Police and the Presidents office of NICOR for assistance, again to no avail. The Village of Mount Prospect also contacted NICOR and were told the same, their refusal to respond without guarantees. I contacted the Illinois Commerce Commission, they were unresponsive and failed to provide for my request the forms to file a formal complaint.